

OPTIMIZING USER, GROUP, AND ROLE MANAGEMENT WITH ACCESS CONTROL AND WORKFLOWS

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SUBJECT CODE & NAME : NM1051 - Servicenow Administrator

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SCREENSHOTS :

USERS :

The screenshot shows the ServiceNow User list page. The table has the following data:

User ID	Name	Email	Active	Created	Updated
abel.tuter	Abel Tuter	abel.tuter@example.com	true	2012-02-17 19:04:52	2025-10-27 05:28:39
abraham.lincoln	Abraham Lincoln	abraham.lincoln@example.com	true	2013-07-23 17:15:54	2025-10-27 05:28:41
adela.cervantsz	Adela Cervantsz	adela.cervantsz@example.com	true	2012-02-17 19:04:50	2025-10-27 05:28:36
alileen.mottern	Aileen Mottern	alileen.mottern@example.com	true	2012-02-17 19:04:49	2025-10-27 05:28:39
alejandra.prenatt	Alejandra Prenatt	alejandra.prenatt@example.com	true	2012-02-17 19:04:52	2025-10-27 05:28:37
alejandro.mascall	Alejandro Mascall	alejandro.mascall@example.com	true	2012-02-17 19:04:52	2025-10-27 05:28:40
alene.rabeck	Alene Rabeck	alene.rabeck@example.com	true	2012-02-17 19:04:53	2025-10-27 05:28:41
alfonso.griglen	Alfonso Griglen	alfonso.griglen@example.com	true	2012-02-17 19:04:51	2025-10-27 05:28:36
<input checked="" type="checkbox"/>  alice	alice p	alice@gmail.com	true	2025-10-29 22:47:05	2025-10-29 22:47:05
alissa.mountjoy	Alissa Mountjoy	alissa.mountjoy@example.com	true	2012-02-17 19:04:52	2025-10-27 05:28:39
allan.schwantd	Allan Schwantd	allan.schwantd@example.com	true	2012-02-17 19:04:53	2025-10-27 05:28:41
allie.pumphrey	Allie Pumphrey	allie.pumphrey@example.com	true	2012-02-17 19:04:52	2025-10-27 05:28:41
allyson.gillispie	Allyson Gillispie	allyson.gillispie@example.com	true	2012-02-17 19:04:50	2025-10-27 05:28:36
alva.pennington	Alva Pennington	alva.pennington@example.com	true	2012-02-17 19:04:50	2025-10-27 05:28:42
alyssa.biasotti	Alyssa Biasotti	alyssa.biasotti@example.com	true	2012-02-17 19:04:52	2025-10-27 05:28:37
amelia.caputo	Amelia Caputo	amelia.caputo@example.com	true	2012-02-17 19:04:52	2025-10-27 05:28:41
amos.linnan	Amos Linnan	amos.linnan@example.com	true	2012-02-17 19:04:51	2025-10-27 05:28:38

CREATING USERS:

Servicenow - Student | ServiceNow Developers | Alice p | User | ServiceNow

User - Alice p

User ID: alice

First name: Alice

Last name: p

Title:

Department:

Password needs reset:

Locked out:

Active:

Email: alice@gmail.com

Identity type: Human

Language: -- None --

Calendar integration: Outlook

Time zone: System (America/Los_Angeles)

Date format: System (yyyy-MM-dd)

Business phone:

Mobile phone:

Photo: Click to add...

Internal Integration User:

Update Set Password Delete

Related Links: View linked accounts, View Subscriptions, Reset a password

Entitled Custom Tables Roles (4) Groups (1) Delegates Subscriptions User Client Certificates

Table Search

User = Alice p

Hot days ahead 31°C

Search

ENG IN 19:14 02-11-2025

Servicenow - Student | ServiceNow Developers | Bob p | User | ServiceNow

User - Bob p

User ID: bob

First name: Bob

Last name: p

Title:

Department:

Password needs reset:

Locked out:

Active:

Email: bob@gmail.com

Identity type: Human

Language: -- None --

Calendar integration: Outlook

Time zone: System (America/Los_Angeles)

Date format: System (yyyy-MM-dd)

Business phone:

Mobile phone:

Photo: Click to add...

Internal Integration User:

Update Set Password Delete

Related Links: View linked accounts, View Subscriptions, Reset a password

Entitled Custom Tables Roles (4) Groups (1) Delegates Subscriptions User Client Certificates

Table Search

User = Bob p

Hot days ahead 31°C

Search

ENG IN 19:14 02-11-2025

GROUPS :

Screenshot of the ServiceNow web interface showing the creation of a new group named "project team". The "Roles" tab is selected, displaying no records.

Group - project team

Name: project team

Manager:

Description:

Group email:

Parent:

Update Delete

Roles Group Members Groups

Created Search

No records to display

ROLES :

Screenshot of the ServiceNow web interface showing the creation of a new role named "u_task_table". The "Contains Roles" tab is selected, displaying no records.

Role - u_task_table

Name: u_task_table

Application: Global

Description: Role for project management

Contains Roles Applications with Role Modules with Role Custom Tables

for text Search

No records to display

TABLES:

Servicenow - Student | ServiceNow Developers | project table user | Table | ServiceNow

This record is in the **Global** application, but **Project Management System** is the current application. To edit this record click here.

A table is a collection of records in the database. Each record corresponds to a row in a table, and each field on a record corresponds to a column on that table. Applications use tables and records to manage data and processes. [More Info](#)

Label	project table user	Application	Global
Name	u_project_table_user	Remote Table	

Table Columns for text

Column label	Type	Reference	Max length	Default value	Display
Updated by	String	(empty)	40	false	
Sys ID	Sys ID (GUID)	(empty)	32	false	
Updates	Integer	(empty)	40	false	
Updated	Date/Time	(empty)	40	false	
Created by	String	(empty)	40	false	
Created	Date/Time	(empty)	40	false	

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Air: Satisfactory Tomorrow Search ENG IN 02-11-2025 19:19

ACCESS CONTROL LIST :

Servicenow - Student | ServiceNow Developers | Access Controls | ServiceNow

All

Name	Decision Type	Operation	Type	Active	Updated by	Updated
u_task_table2	Allow If	read	record	true	admin	2025-11-01 06:00:17
u_task_table2	Allow If	write	record	true	admin	2025-11-01 06:00:17
u_task_table2	Allow If	delete	record	true	admin	2025-11-01 06:00:17
u_task_table2	Allow If	create	record	true	admin	2025-11-01 06:00:17
u_task_table	Allow If	create	record	true	admin	2025-11-01 05:44:22
u_task_table	Allow If	delete	record	true	admin	2025-11-01 05:44:22
u_task_table	Allow If	write	record	true	admin	2025-11-01 05:44:22
u_task_table	Allow If	read	record	true	admin	2025-11-01 05:44:22
u_sys_user	Allow If	delete	record	true	admin	2025-10-30 02:56:27
u_sys_user	Allow If	create	record	true	admin	2025-10-30 02:56:27
u_sys_user	Allow If	read	record	true	admin	2025-10-30 02:56:27
u_sys_user	Allow If	write	record	true	admin	2025-10-30 02:56:27
u_empty_	Allow If	read	record	true	admin	2025-10-30 02:29:38
u_empty_	Allow If	delete	record	true	admin	2025-10-30 02:29:38
u_empty_	Allow If	write	record	true	admin	2025-10-30 02:29:38
u_empty_	Allow If	create	record	true	admin	2025-10-30 02:29:38
u_bob	Allow If	create	record	true	admin	2025-10-30 02:26:33

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Air: Satisfactory Tomorrow Search ENG IN 02-11-2025 19:21

APPLICATION MENU :

The screenshot shows the 'Application Menu - project table' configuration page in ServiceNow. The title bar includes 'servicenow' and 'All Favorites History Admin'. The top right features a search bar and user profile icons. Below the title, the page header says 'Application Menu - project table' with a star icon. A back arrow and a '≡ Application Menu project table' link are on the left. On the right are 'Update' and 'Delete' buttons.

The main content area contains several configuration sections:

- Title:** project table
- Application:** Global
- Active:** checked
- Restricts access to the specified roles. Otherwise, all users can view the application menu when it is active.** Roles: project member
- Specifies the menu category, which defines the navigation menu style. The default value is Custom Applications.** Category: Custom Applications
- The text that appears in a tooltip when a user points to this application menu** Hint: (empty)
- Description:** (empty)

At the bottom are 'Update' and 'Delete' buttons, and a note: 'Activate Windows Go to Settings to activate Windows.'

WORKFLOW STUDIO:

The screenshot shows the 'Workflow Studio' interface with the 'Flows' tab selected. The top navigation bar includes 'Workflow Studio', 'task table', 'Flow', 'Homepage', 'Operations', and 'Integrations'. Below the navigation is a toolbar with buttons for 'Playbooks', 'Flows' (selected), 'Subflows', 'Actions', and 'Decision tables'. A 'New' button with a dropdown menu is also present.

The main content area displays a table of flows:

Name	Application	Status	Active	Updated
Benchmark Recommendation Evaluator	Benchmarks Spoke	Published	true	2024-09-27 22:00:13
Business process approval flow	Global	Published	true	2020-09-27 22:00:13
Change - Cloud Infrastructure - Authorize	Global	Published	true	2020-11-11 07:08:05
Change - Emergency - Authorize	Global	Published	true	2020-10-06 05:39:49
Change - Emergency - Implement	Global	Published	true	2020-09-23 05:06:26
Change - Emergency - Review	Global	Published	true	2020-10-27 04:18:08
Change - Normal - Assess	Global	Published	true	2020-10-06 05:37:05
Change - Normal - Authorize	Global	Published	true	2020-10-06 05:38:35
Change - Normal - Implement	Global	Published	true	2020-09-23 04:23:59

A context menu is open over the first flow in the list, showing options: 'Playbook', 'Flow' (selected), 'Subflow', 'Action', and 'Decision table'. To the right of the table, there are sections for 'Latest updates' and a summary: 'Pick up where you left off'.

Workflow Studio

task table Flow | Operations | New Flow

Let's get the details for your flow

Flow name *

task table

Description

Describe your flow.

Application *

Global

> Show additional properties

Activate Windows
Go to Settings To activate Windows.
Cancel Build flow

Workflow Studio

task table Flow | Operations

task table Active

Trigger

Created

* Table task table 2 [u_task_table_2]

Condition All of these conditions must be met

status is in progress
comments is feedback
assigned to bob

New Criteria

Advanced Options

Data

- Trigger - Record Created
 - task table 2 Record
 - task table 2 Table
 - Run Start Time UTC
 - Run Start Date/Time
- 1 - Update Record
 - u_task_table_2 Record
 - u_task_table_2 Table
 - Action Status
- 2 - Ask For Approval
 - Approval State
 - Action Status

Status: Modified | Application: Global

Activate Windows
Go to Settings To activate Windows.

Delete Cancel Done

Workflow Studio task table Flow Operations Test Deactivate Activate Save ...

task table Active

1 Update u_task_table_2 Record

Action: Update Record

* Record: Trigger - Record Created

* Table: task table 2 [u_task_table_2]

* Fields: status completed

+ Add field value

Done

2 Ask For Approval

Add an Action, Flow Logic, or Subflow

Status: Published | Application: Global

Data Collapse All

- Trigger - Record Created
 - task table 2 Record Record
 - task table 2 Table Table
 - Run Start Time UTC Date/Time
 - Run Start Date/Time Date/Time
- 1 - Update Record
 - u_task_table_2 Record Record
 - u_task_table_2 Table Table
 - Action Status Object
- 2 - Ask For Approval
 - Approval State Choice
 - Action Status Object

Activate Windows Go to Settings to activate Windows.

Workflow Studio task table Flow Operations Test Deactivate Activate Save ...

task table Active

1 Update u_task_table_2 Record

2 Ask For Approval

Action: Ask For Approval

* Record: 1 - Update u_task_table_2 Record

Table: task table 2 [u_task_table_2]

Approval Field: status

Journal Field: Select a field

* Rules

- Approve When: All users approve alice p OR AND
- OR
 - Approve When:

Add another OR rule set Remove rule set

Data Collapse All

- Trigger - Record Created
 - task table 2 Record Record
 - task table 2 Table Table
 - Run Start Time UTC Date/Time
 - Run Start Date/Time Date/Time
- 1 - Update Record
 - u_task_table_2 Record Record
 - u_task_table_2 Table Table
 - Action Status Object
- 2 - Ask For Approval
 - Approval State Choice
 - Action Status Object

Activate Windows Go to Settings to activate Windows.

javascript:void(0) hed | Application: Global

Approvals				
	State	Approver	Comments	Approval for
<input type="checkbox"/>	Search	Search	Search	Search
<input checked="" type="checkbox"/>  Approved	alice p	Fred Luddy	(empty)	2024-10-22 22:26:19
 Rejected	Fred Luddy	(empty)	(empty)	2024-09-01 12:19:33
 Requested	Fred Luddy	(empty)	(empty)	2024-09-01 12:17:03
 Requested	Fred Luddy	(empty)	(empty)	2024-09-01 12:15:44
 Requested	Howard Johnson	CHG0000096	CHG0000096	2024-09-01 06:15:29
 Requested	Ron Kettering	CHG0000096	CHG0000096	2024-09-01 06:15:29
 Requested	Luke Wilson	CHG0000096	CHG0000096	2024-09-01 06:15:29
 Requested	Christen Mitchell	CHG0000096	CHG0000096	2024-09-01 06:15:29
 Requested	Bernard Laboy	CHG0000096	CHG0000096	2024-09-01 06:15:29
 Requested	Howard Johnson	CHG0000095	CHG0000095	2024-09-01 06:15:25
 Requested	Ron Kettering	CHG0000095	CHG0000095	2024-09-01 06:15:25
 Requested	Luke Wilson	CHG0000095	CHG0000095	2024-09-01 06:15:25
 Requested	Christen Mitchell	CHG0000095	CHG0000095	2024-09-01 06:15:25
 Requested	Bernard Laboy	CHG0000095	CHG0000095	2024-09-01 06:15:25

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Act 2024-09-01 06:15:25
Go to Settings to activate Windows.

